



**eQUADRIGA**

eQuadriga Software Private Limited

# MS Dynamics CRM Dynamics 365 Competency



# Why Microsoft Dynamics CRM

Entire workflows—from a new customer enquiry through to the sale and customer service—can be mapped flexibly, with extensive reporting and control functionalities.

Microsoft Dynamics CRM is also closely linked with the Microsoft Office system. The integration of the CRM software in a familiar working environment ensures swift familiarization, high levels of acceptance and high productivity.

Microsoft Dynamics CRM is operated directly from Microsoft Outlook, so that your employees in Marketing, Sales and Service do not have to switch between business applications.

Microsoft Outlook

Candidates | View | Charts | Add | McAfee E-mail Scan | Konferenzdienst

Records | Merge | View Settings | Search | CV | Phone Call | Skill Codes | E-mail | Send Direct E-mail | Add to Saved List | Assign | Copy a Link | Run Report | Export to Excel | Advanced Find | Help

Search All Candidates

ID	Name	Availability	DOB	Mobile Phone	Home E-mail	Last Contact	Activity Subject	Wor
975.739	O'Brien, Dave	Mo 11.10.2010 00:...	Ohne	+44 7595 022577	mylt@gft.com	Ohne		
740.504	Aab, Andrej	Mi 01.12.2010 00:...	Ohne		mylt@gft.com	Di 31.08.2010 00:...		
469.280	Aabye-Olsen, Inge	Sa 29.03.2003 00:...	Ohne		mylt@gft.com	Mo 07.07.2008 00:...		+49
842.180	Åsdil, Jabri	Do 03.07.2008 00:...	Mi 23.06.1976 00:...	+33 6 68 26 97 32	mylt@gft.com	Do 03.07.2008 00:...		
559.110	Aagedal, Stian	Mo 01.01.2007 00:...	Ohne	+49 172 7265272	mylt@gft.com	Mi 25.03.2009 00:...		
292.035	Aalderks, Karsten	So 01.01.2012 00:...	So 01.01.1961 00:...	+49 173 9637760	mylt@gft.com	Di 11.10.2011 00:...		
787.827	Asmir, Irfan	Fr 26.01.2011 00:...	Di 07.03.1972 00:...	+44 7866374090	mylt@gft.com	Ohne		
869.041	Aanqour, Mohamed	Sa 01.01.2011 00:...	Mo 01.01.1973 00:...	+33 6 23 44 46 85	mylt@gft.com	Di 11.01.2011 00:...		

1 - 50 of 5000+

Page 1

0 Brien, Dave  
975739  
Candida... Not Currently Lookin

Personal Details  
Last Name: 0 Brien, First Name: Dave, Middle Name: , Title: Mr, Gender: Male, DOB: ,

Weitere Informationen über: 0 Brien, Dave (mylt@gft.com).

November 2011  
Mo Di Mi Do Fr Sa So  
31 1 2 3 4 5 6  
7 8 9 10 11 12 13  
14 15 16 17 18 19 20  
21 22 23 24 25 26 27  
28 29 30 1 2 3 4  
5 6 7 8 9 10 11

Heute  
13:00 - 13:30  
RD Appointment

Morgen  
08:00 - 08:30  
2 weitere Termine

Anordnen nach: Kennzeichen: F...  
Neue Aufgabe eingeben

Heute  
Reminder to follow up ca...  
Reminder to follow up co...

Anmelden, um Schnellkontakte anzuseh

Fertig | Alle Ordner sind aktualisiert. | 100 % | 13:17 | 28.11.2011



Create various reports to cover all KPI's of RM business and track the activities and performance of Sales and delivery teams. All Reports are integrated with SharePoint and Dynamics CRM. Evaluate the ROI for all Job boards using Quarterly reports .

A	B	C	D	E	F
Account Manager: Sven	Partner Manager: Anne	Vacancy	Requirement title	Open Position	% chance
		J092353	Calla VS Konstrukteur - Interieur (m/w)	1	20%
		J092295	Projektleistungs (m/w)	1	15%
		J092405	Projektmanager / Gewerkekoordinator (m/w)	1	15%
		J092466	Projektplaner	1	10%
		J092350	Gewerkeplaner (m/w)	1	10%
		J092465	Projektplaner (m/w)	1	10%
		J092300	Budgetplaner / Controller (m/w)	1	10%
		J092408	Techniker mit Erfahrung in System Virtual Reality VPD ICIDO (m/w)	1	10%
		J092288	Assistenz der	1	10%



## Add on futures in Dynamics CRM for Resourcing – CV & Skill code search

Automatic Skill Coding :- We have created Tool to automate the Skill coding process in TRACE which scans all main CVs for all codes (and synonyms) on this list given by emagine. This Tool count all hits per code (including the hits for the synonyms) and reduce the manual effort for emagine team .

CV Search Hits :- The user enters search terms to be found on any of the candidate CVs. The result of the search is based on the SharePoint search logic and shows the total number of hits of each keyword and highlighted the keywords in CV's.

Candidate: Town: Equals [ ] [ ] [ ]  
Candidate: Mobile: Equals [ ] [ ] [ ]  
Candidate: Zip Code: Equals [ ] [ ] [ ]  
Candidate: Desired Rate: Equals [ ] 150 [ ]  
Candidate: Third Party: ☒ Yes ☐ No

**Skill Criteria**

Assistance - Role Criteria

Group AND Group OR

Group	Role	Seniority	Main Skill	Grade	Skill - I	Grade	Skill - II	Grade	Skill - III	Grade	Skill
DE_IT	Developer	3	.NET	3	SharePoint	3	SQL	3	VBScript	4	CRM
Language			English	3	German	3					

**CV Criteria**

☒ Active CV  
☐ Inactive CV

Operators: <-- Select -->

\*.\*net\* AND SQL AND CRM

https://crm.emagine.org/444/?OrgName=emagine&EntName=lead&EntCode=4&User=%7b6E862F80-5201-E111- Internet Explorer

Search Add To Saved List Associate To Vacancy Qualification Call Phone Call E-mail Mail Shot Attempt Left Message Availability Skill Codes Close Compute Rating

Filter

Results Preview

Rating	Full Name	Availability	Mobile	Home Phone	Home Email	Last Cont
100	Daser, Sebastian	01-01-2018	+49 171 5853738		s.daser@softfount.com	17-20
100	Pausé, Mathieu	21-03-2014			mathieu.pause@sfr.fr	21-20
100	Thangathurai, Sharvi	13-01-2014	+44 7966 517925	+44 1727 857773	sharvi@hotmail.co.uk	16-20
100	Welsch, Daniel	01-02-2015	+49 174 9136830		siehe Comments	13-20
99	Venkatamolla, Venky	02-07-2016	+44 7738943256		venky_bi77@yahoo.com	
99	Devanga, Arun	04-01-2016	+44 7906979392		dcarun@yahoo.com	19-20
99	Alejo, Yemi	11-04-2012	+44 7525827658		opealejo@yahoo.co.uk	16-20
99	Pimentel, Henry	01-08-2017	+49 172 8118566	+49 8243 9932658	mtechera@all-BI.com	01-20
99	Khaba, Avtar	01-06-2015	+44 7831 637 337		AKHABA@YAHOO.COM	10-20

CV Work History

pausé.en.docx - (Main CV)

Hit Summary Find:

Hit	Count
.net	15
SQL	17
CRM	9

Find: .net - APT 3 - 92400 COURBEVOIE (France)  
Email: mathieu.pause@sfr.fr  
Driving License  
French Nationality

**.NET SOFTWARE DEVELOPER – OPPORTUNITIES OUTSIDE FRANCE ONLY**

**PROFESSIONAL EXPERIENCES**

March 2013 – February 2014 (11 months) **SOCIETE GENERALE SECURITIES SERVICES (SGSS) (Paris La Defense, France)**  
**.NET Developer**

SGSS launched a program with the objective of providing its customers a unique portal for all its activities, multi-country and multi-business line. The mission is related to the SGSS Web Portal program.

Common Base: Fund Admin portal's reporting engine core evolutions. This portal is the basis for the project. I was



CDS approval process change:- emagine wants to follow the four-eye-principle. In this case it should be the next level manager to approve the CDS. There is only one exception: Managing Directors and their deputies can approve CDS even if they are entered as sales.



**RMTEST02, RMTEST01 <RMTEST01@emagine.org>**  
 Thu 05-08-2017 13:20

To: q-jenn  
 Cc: RMTEST02, RMTEST02, RMTEST02, RMTEST02, RMTEST01 <RMTEST01@emagine.org>

CONTRACTOR DETAIL SHEET- CDS123			
GFT Company	GFT Test	CDIS-Contract	
AM Team	Ref Sales Test 02	Vacancy	WFO/CD
AM	SOM	KAM	PM
RMTEST02, RMTEST02	RMTEST02, RMTEST02		RMTEST02, RMTEST02
Market Sector	Telecommunication		
Service Type Contract		Service Type Vac.	Engineering
Contract Details			
New Client	No	Direct	No
Placement Type	Amendment	Subtype	
Start Date	01-07-2017	Orig. Start Date	01-08-2017
End Date	31-12-2017	Old End Date	01-08-2017
Budget	1500	Currency	Euro
Total Weeks	4 months	Hours per week	4
Sell	150	Buy	125
Travel Costs	120	Margin (%)	25.05
Overhead Costs	120	Contract Pay	Hourly
Outlets	150	Contractor Churn	5.00



# TRACE Migration from One Data center to Other freArena

Project Name :Data Center Migration

Client Start : emagine Gmbh

Date : 01-March-2016

## Project Description

Due to the Buy out of emagine, we have migrated the TRACE from one infrastructure to another in Germany with following tasks.

New TRACE CRM site and DB Restoration

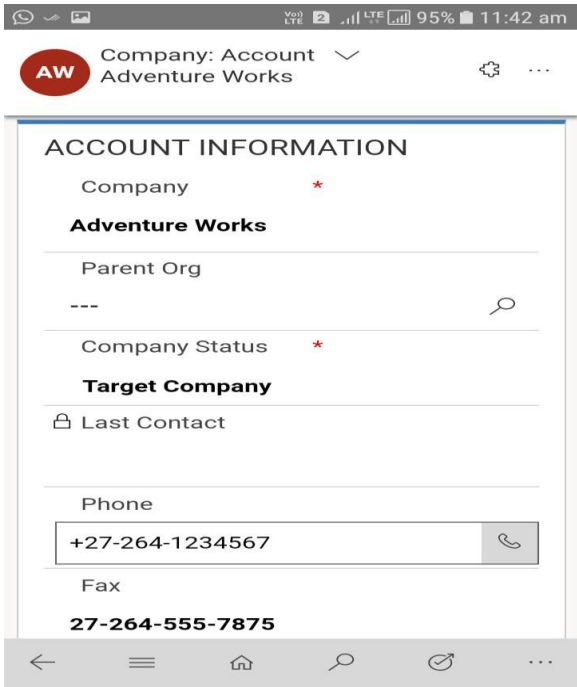
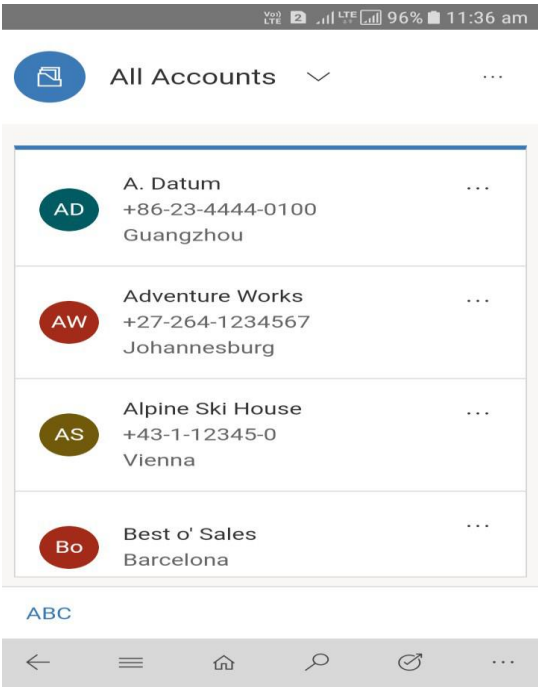
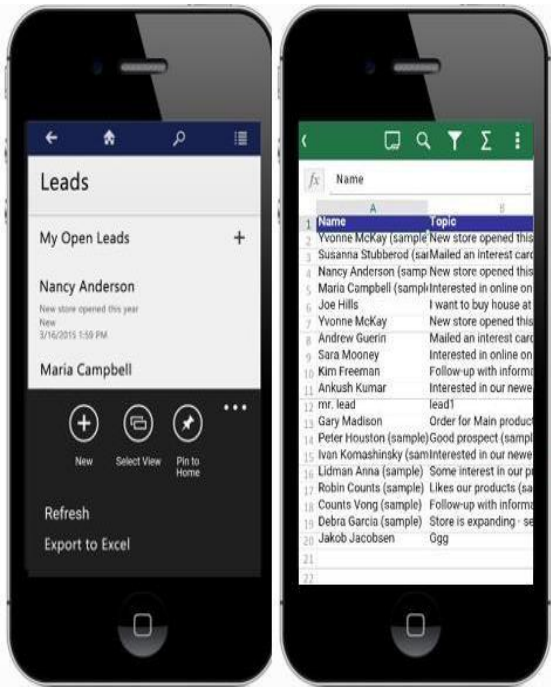
Configuration of MS Dynamics CRM

CRM TRACE User Management and Customization Deployment Deployment of Web service in SharePoint server



# Microsoft Dynamics 365 - connected Microsoft experience

Microsoft has really focused on bringing all its applications together. This release will allow users to open any applications, such as Word, Excel, OneDrive for Business documents, PowerPoint and SharePoint documents, within CRM so you can keep the CRM context and avoid opening multiple windows. This also applies to the CRM mobile app and includes the ability to open Microsoft applications across devices such as iPads or iPhones.







## Mobile UI update & CRM online data sync

The mobile user interface (UI) is being updated for an improved user experience. There will be 15 types of display controls that can be associated with data fields. This will help to show data more visually, such as showing date-related information in a calendar UI.

Full offline mobile experience: Users will be able to enjoy the full and seamless offline experience via mobile apps, so you are no longer reliant on connectivity! This includes creating, editing and deleting records, which can then be synced when a connection is found. This could be particularly helpful for sales teams that want to be able to access and use CRM when they cannot find a connection. This will only be available for CRM Online customers.

Contact: Contact Alex Wu

Summary

PERSONAL DETAILS

Last Name \*  
**Wu**

First Name \*  
**Alex**

Middle Name  
---

Title  
---

Gender  
**Female**

Contact: Contact Alex Wu

1953  
Sat, 19 Dec

< December 1953 >

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

CLEAR CANCEL SET

Work Phone

Contact: Contact Alex Wu

Title  
---

Gender  
**Female**

DOB  
**19/12/1953**

Business Phone  
555-123-4879

Mobile Phone  
---

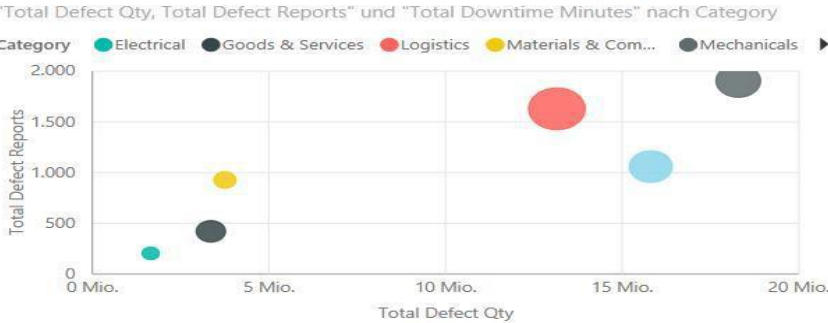
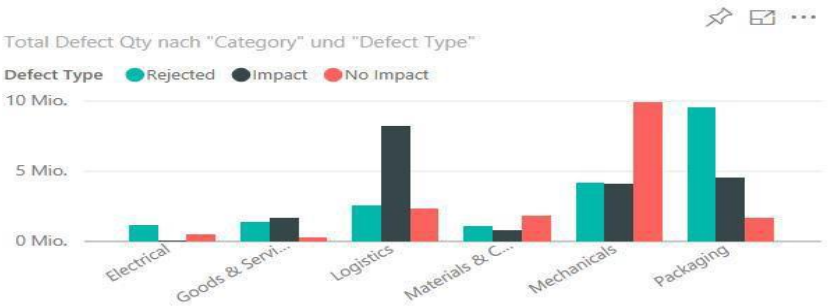
Work Phone  
---

Home Phone  
---



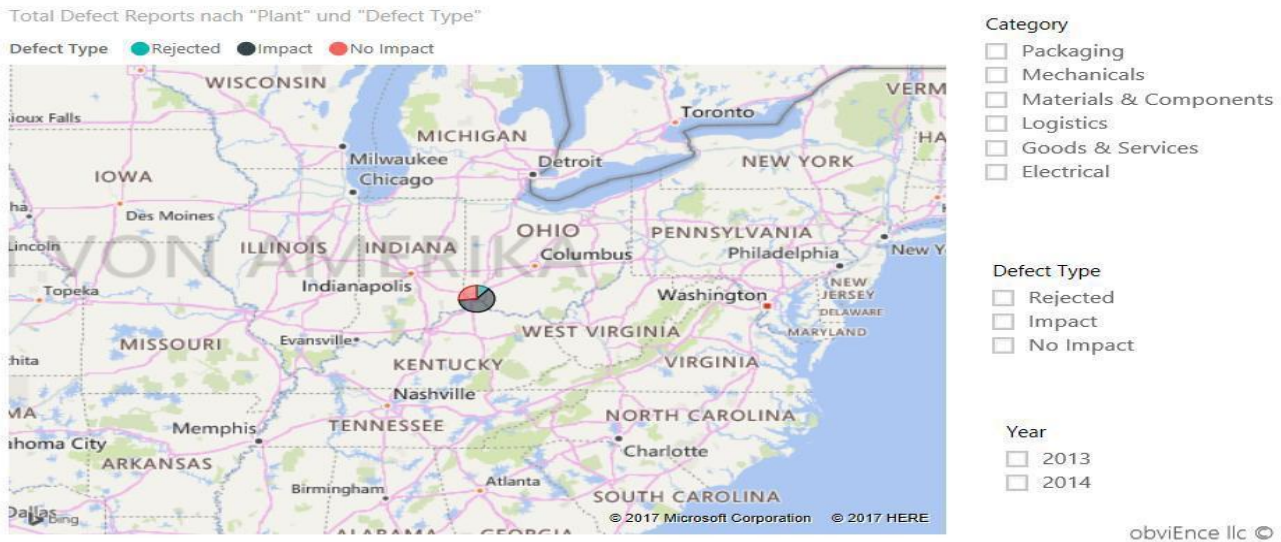
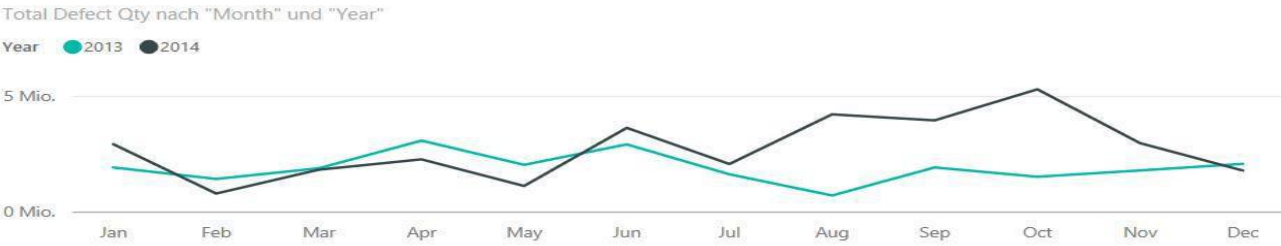


# Process Visualization - eQCRM Dashboards, Power BI



Material Type	Total Defect Qty	Total Downtime Minutes
Batteries	1.162.309	8.354
Carton	7.926.699	12.869
Composites	1.258.627	758
Controllers	4.174.920	8.570
Corrugate	2.211.234	53.036
Crates	49.078	0
Drives	539.076	390
Electrolytes	3.043.038	6.005
Film	7.073.992	8.768
Glass	254.974	583
<b>Gesamt</b>	<b>56.010.955</b>	<b>139.288</b>

## Supplier Quality Analysis





# Dynamics 365 for Publishing

Social care framework provides the general interface, data model, and necessary APIs for integrating social listening applications like Facebook and Twitter with Microsoft Dynamics 365 to track social messages and profile data..

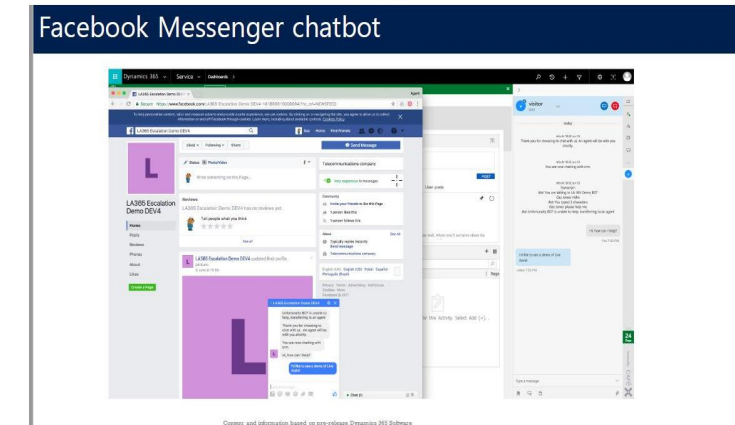
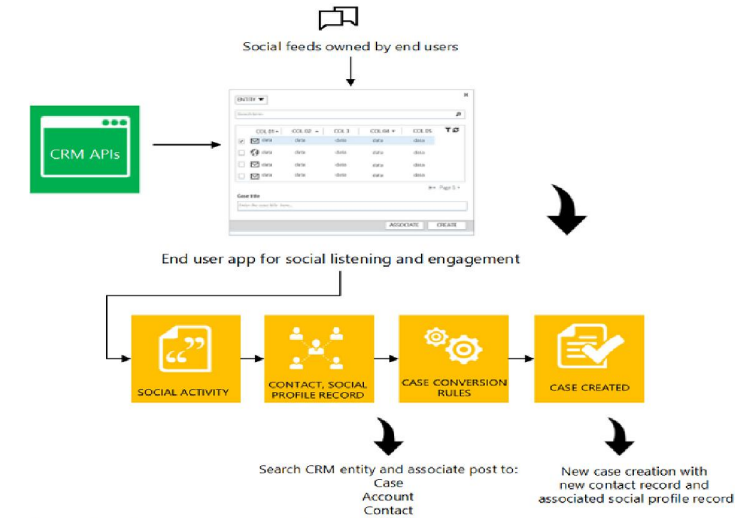
Listen and monitor your social sentiment and know what is being said about your products and services.

Get connected to the right people and knowledge across teams in your organization

Track information about your competitors

Analyze the data bought by social engagement from your dashboards to drill down social activity.

third party systems can push social data feed containing posts from the social channels to Microsoft Dynamics 365 and associate a social post with existing Dynamics 365 record.





# Microsoft Dynamics 365 – With Bot Framework

## Drive Customer Engagement through Bots

### PRODUCTIVITY

Commoditize the most common inquiries

Free up agents for more complex tasks

### CUSTOMER DELIGHT

Instant responses, with no wait time

Engage in a conversational medium

Ubiquitous experience on desktop and mobile apps

### AGENT ENABLER

Seamlessly escalate to an agent

Provide full bot conversation context for an agent

### SERVICE INTELLIGENCE

Build intelligent Bot's with Microsoft Bot framework

Model natural language understanding with LUIS

Publish to multiple channels



## Dynamics 365 for Publishing

Project Name	: CRMS
Client	: Georg Thieme Publishing Group
Start Date	: 02-March-2017

### Project Description

Thieme Publishing Group is a market leader in German-speaking medical publications and global. The publishing group sold their products in different ways. These include the classic Specialist bookshops and direct business to users, institutions or companies. When CRM system, the choice fell on Microsoft Dynamics CRM, that is all raised requirements and solutions described are fit in to it. The system to be used in the following business units of the Thieme Publishing Group:

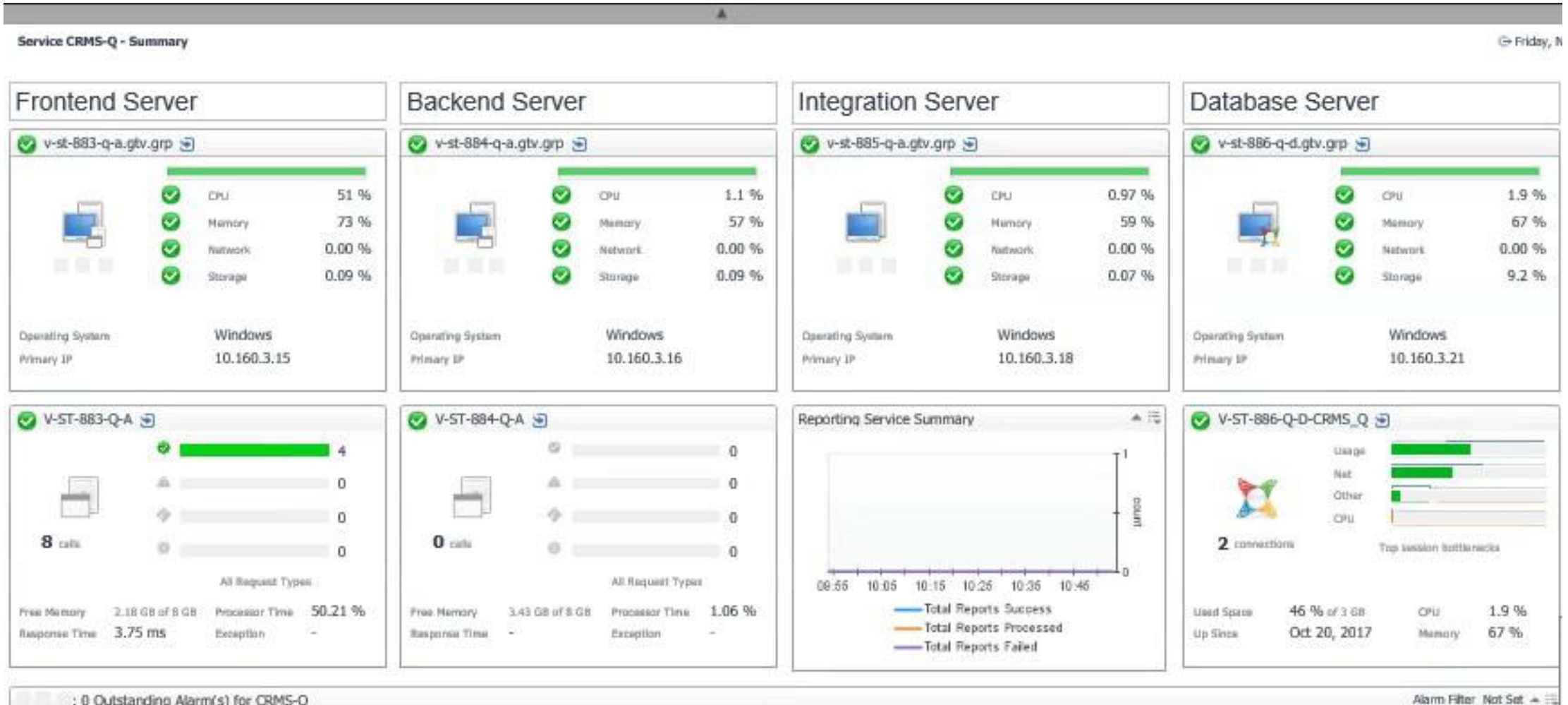
Medical Devices, Studies and Teaching Chemistry

All marketing departments who work in these areas Institutional Sales & Sales

Thieme Publishers Stuttgart and New York



# CRM Screens and Performance Monitoring







**eQUADRIGA**

eQuadriga Software Private Limited

**Our Contact Address**

95, Bharathidasan Salai, Cantonment, Trichy - 620 001

+91 (0) 431 2418 398 | [sales@eQuadriga.com](mailto:sales@eQuadriga.com)